

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of:
Susai *et al.*

Application No.: 10/826,268

Confirmation No.: 9408

Filed: April 19, 2004

Art Unit: 2456

For: APPARATUS, METHOD AND COMPUTER
PROGRAM PRODUCT FOR GUARANTEED
CONTENT DELIVERY INCORPORATING
PUTTING A CLIENT ON-HOLD BASED ON
RESPONSE TIME

Examiner: J. H. Tran

SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT (IDS)

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

Pursuant to 37 CFR 1.56, 1.97 and 1.98, the attention of the Patent and Trademark Office is hereby directed to the references listed on the attached PTO/SB/08. It is respectfully requested that the information be expressly considered during the prosecution of this application, and that the references be made of record therein and appear among the "References Cited" on any patent to issue therefrom.

In telephonic communication on May 24, 2010, the Examiner indicated that Non-Patent Literature reference ID Nos. C1 and C3-C5 were not provided to the USPTO with the Information Disclosure Statement submitted June 26, 2009. In the Information Disclosure Statement of June 26, 2009, Applicants noted that copies of these references were submitted to the USPTO in an IDS for Application No. 09/506,747, which the present application relies upon and claims the benefit of. Nonetheless, Applicants submit herewith copies of Non-Patent Literature reference ID Nos. C1 and C3-C5. Copies of Non-Patent Literature reference ID Nos. C2 and C6-C8 were previously submitted to the USPTO in the present application on June 26, 2009. Accordingly, it is submitted that this Supplemental Information Disclosure Statement is in

compliance with 37 CFR 1.98 and the Examiner is respectfully requested to consider the listed references.

Additionally, the Applicant brings to the attention of the Examiner U.S. Patent application 09/506,747, now issued as patent No. 6,725,272.

This Supplemental Information Disclosure Statement is filed more than three months after the U.S. filing date, OR more than three months after the date of entry of the national stage of a PCT application, AND after the mailing date of the first Office Action on the merits, whichever occurs first, but before the mailing date of a Final Office Action or Notice of Allowance (37 CFR 1.97(c)).

In accordance with 37 CFR 1.97(g), the filing of this Information Disclosure Statement shall not be construed to mean that a search has been made or that no other material information as defined in 37 CFR 1.56(a) exists. In accordance with 37 CFR 1.97(h), the filing of this Information Disclosure Statement shall not be construed to be an admission that any patent, publication or other information referred to therein is "prior art" for this invention unless specifically designated as such.

Please charge our Deposit Account No. 03-1721 in the amount of \$180.00 covering the fee set forth in 37 CFR 1.17(p). The Director is hereby authorized to charge any deficiency in the fees filed, asserted to be filed or which should have been filed herewith (or with any paper hereafter filed in this application by this firm) to our Deposit Account No. 03-1721, under Order No. 2006579-0472.

Dated: May 27, 2010

Respectfully submitted,

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